



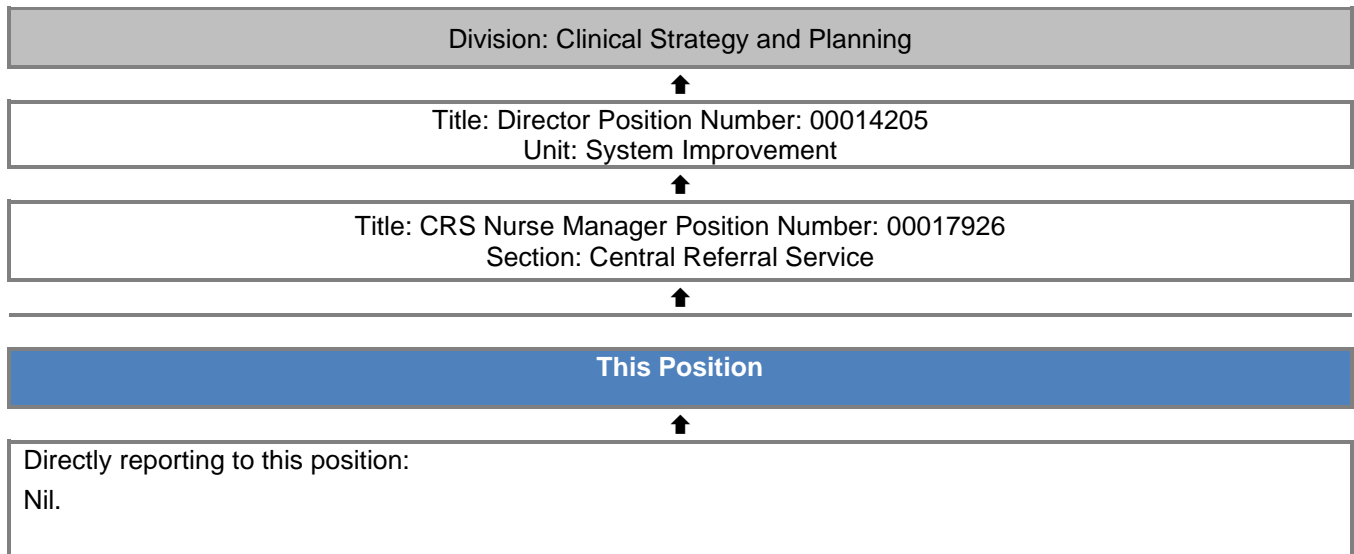
POSITION DESCRIPTION

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|------------------------|--------------------------------|
| Position Number | 00018285 |
| Position Title | Clerical Officer |
| Classification | Level 2 |
| Division | Clinical Strategy and Planning |
| Directorate | System Improvement |
| Branch | Central Referral Service |
| Position Status | Temporary |
| Award | Public Sector CSA Agreement |
| Site Location | Perth |

ORGANISATIONAL ENVIRONMENT

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|--------------------|---|
| Our Vision | A WA health system that delivers safe, high quality and sustainable services that support and improve the health of all West Australians. |
| Our Mission | To lead and steward the WA health system. |
| Our Values | Purposeful, Caring, Collaborative, Open and Outcome-focused. |

REPORTING RELATIONSHIPS



KEY RESPONSIBILITIES

The position provides administrative and clerical support to the Central Referral Service to enable efficient operation of the service. The Position will process patient referrals, update patient information systems, notify referrers on the status of referrals and respond to patient and referrer enquiries received at the Central Referral Service.

This position performs as part of the Central Referral Service's clerical team.

BRIEF SUMMARY OF DUTIES

This section outlines the results and outcomes required of an individual in this position.

Employees are required to undertake all duties and responsibilities in accordance with Department of Health WA Code of Conduct, Policies/Procedures and relevant legislation.

Key duties:

1. Administrative/Clerical

1. Maintains filing systems, records and databases, ensuring that appropriate information and statistics are recorded accurately and securely, complying with record management processes.
2. Provides administrative, clerical and secretarial support services including filing, photocopying, mail receipt and sorting, maintenance of registers, meeting and event support to enable the effective operation of the team.
3. Receives allocated patient referrals and enters required data into the Central Referral Service's electronic referral management system, as required.
4. Reviews allocated referrals to ensure that all clerical requirements are met.
5. Completes referral processing accurately and efficiently, ensuring compliance with agreed Central Referral Service and departmental standards and procedures.
6. Obtains additional information from referrers and patients and compiles documents and correspondence, as required.
7. Reviews and updates patient and referrer details in patient information systems (e.g. webPAS).
8. Notifies referrers of referral status.
9. Liaises with hospital, General Practitioner and health system staff regarding referral allocation details and referral status, as required (e.g. obtaining additional or missing information, confirming patient demographic and Medicare details are up to date and provide updates to referrers and/or patients on the status of their referral).
10. Responds to or when required, escalates to the Senior Clerical Officer to resolve patient and referrer enquiries via telephone and/or email.
11. Collects, scans and posts referrals and/or correspondence.

2. Education, Training and Performance Development

1. Participates in training and performance development relevant to the position, as required.
2. Promotes and participates in team building.

3. Safety, Quality and Continuous Improvement

1. Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
2. Identifies clinical, process, system and people issues and escalates them appropriately.
3. Maintains confidentiality in relation to patients and staff.
4. Participates in the maintenance of a safe work environment.

4. Undertakes other duties, as required

WORK RELATED REQUIREMENTS

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

| Essential Selection Criteria |
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| <ol style="list-style-type: none"> 1. Demonstrated high standard of computer and keyboard skills, including accurate data processing. 2. Demonstrated experience in administration and clerical duties with a strong customer focus. 3. Demonstrated well developed interpersonal skills with the ability to effectively communicate with people at all levels. 4. Proven ability to effectively plan workload and work on multiple tasks concurrently. 5. Demonstrated experience working in a team environment. 6. Proven ability to maintain and support strict confidentiality. |

| Desirable Selection Criteria |
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| <ol style="list-style-type: none"> 1. Previous experience using electronic patient information systems (e.g. webPAS). 2. Customer service experience. 3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health and how these impact on employment service delivery. |

| Appointment Factors | <ul style="list-style-type: none"> – Successful 100 point Identification Check. – Successful Criminal Record Screening Clearance. – Successful Pre-Employment Integrity check. |
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CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

| Manager/Supervisor | Director/Division Head |
|--------------------|------------------------|
| NAME: | NAME: |
| SIGNATURE: | SIGNATURE: |
| DATE: | DATE: |